

1. Who prepares the evacuation orders and how will they be distributed?

Answer: Depending on the order type, DOR or Directorate Administrative Assistants will prepare. Orders will be issued for all Service Members and Government Civilians, as well as their dependents. At the time of evacuation a mandatory evacuation order, in letter format, will be provided. Upon return and receipt of lines of accounting official travel orders will be prepared.

2. How much per diem will I receive?

Answer: The amount of travel and per diem is determined by the distance and amount of per diem established for the official evacuation site; which is Orlando, FL. At present, that amount is \$146 (\$90 lodging and \$56 Meals & Incidentals). Per diem for dependents under age 12 is 50% of the rate. If you do not go to Orlando and instead choose an alternate "safe haven" you will receive the lesser amount of the two locations. You do not get lodging reimbursement if you stay with family or friends.

If you are sent to another location ON YOUR ORDERS, you will be paid travel and per diem associated with that location.

The follow example illustrates the method used for computing per diem incident to evacuation, per the JTR C4567C and JFTR U6054G:

First 30 Consecutive Days	M&IE	Max Lodging	Total
Employee/Member:	\$56.00	\$90.00	\$146.00
Employee's/Member's Spouse:	\$56.00	\$90.00	\$146.00
Child (age 12 or older)	\$56.00	\$90.00	\$146.00
Child (under age 12)	\$28.00 (\$56 x 50%)	\$45.00 (\$90 x 50%)	\$73.00

Max daily amt that may be paid for costs incurred by employee and 3 dependents.	\$196.00	\$315.00	\$511.00
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Beginning on the 31st Day	M&IE	Max Lodging	Total
Employee/Member:	\$33.60 (\$56 x 60%)	\$54.00 (\$90 x 60%)	\$98.40
Employee's/Member's Spouse:	\$33.60 (\$56 x 60%)	\$54.00 (\$90 x 60%)	\$98.40
Child (age 12 or older)	\$33.60 (\$56 x 60%)	\$54.00 (\$90 x 60%)	\$98.40
Child (under age 12)	\$16.80 (\$56 x 30%)	\$27.00 (\$90 x 30%)	\$49.20

Max daily amt that may be paid for costs incurred by employee and 3 dependents.	\$117.60	\$189.00	\$306.60
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Note: Lodging tax paid while at a safe haven or traveling in CONUS/Non-foreign OCONUS area is a reimbursable expense in addition to per diem.

Remember to present your Tax Exemption Form to the hotel to ensure you are not charged for tax on your hotel bill.

NOTE: Military/Civilian members are to use their government credit card during evacuation to cover official expenses (lodging and food). Ensure you take enough cash to cover other expenses for 10 days.

Remember to save receipts while evacuated to assist with submitting a claim upon return. The only travel advance you will receive prior to departure will be from an ATM with your govt. credit card. Upon return to Key West, if the electricity is out, the local ATM's will not work and the banks/credit union will not open until electricity is restored.

3. I am a Geographical Bachelor; if my family is visiting will they receive evacuation orders?

Answer: No. Since your family does not permanently reside at your PDS they are not eligible for evacuation orders and are considered visitors. They should return to their permanent residence when the county gives the order for visitors to evacuate. If your family members evacuate with you, regardless of reason, you will only be reimbursed for your expenses.

4. Will I receive advance pay at the evacuation site?

Answer: No. The evacuation site is not capable of providing advance pay for Service members and civilians. All JIATFS Military and DOD Civilians are expected to have a valid government credit card (Bank of America) and can obtain cash advances up to the limit of their card. Once you have evacuated, address your emergency requirements to your Directorate evacuation POC.

5. How are hotel reservations taken care of during an evacuation?

Answer: The individual member is responsible for making reservations for his or her family. You can stay in whatever hotel you wish as long as it is within the per diem allowance. If you exceed the per diem, additional cost will come out of your pocket. A current listing of hotels, to include those that are "Pet friendly" is available on the J4 website under Hurricane Information.

6. Who do I contact when encountering problems with my Government Travel Card (GTC)?

Answer: It is an individual responsibility to ensure that their GTC is operational and under JIATF South account. This is accomplished through check-in and through use of CitiBank (1-800-200-7056) to verify current status of your GTC. Contact RMD at normal office phones prior to evacuations or at cell phone numbers 305-395-2445 or 305-395-2445 during evacuations.

7. Will I be charged leave while evacuated?

Answer: Military and Civilian members on leave at the time the evacuation is called will remain on leave until your leave is scheduled to end, unless they check into the official evacuation site and terminate their leave status. If you are on leave in the Key West area immediately preceding a hurricane you should sign back in to the command (to terminate your leave) and then evacuate.

Military and civilians who are ordered to evacuate will not be charged leave. However, if you

depart PRIOR to an official evacuation order being given (or return after the official return order), then you will be charged leave.

Further, if you depart on leave prior to an official evacuation order, you will not be eligible for transportation cost reimbursement.

If you are en route to Key West (either returning from leave or TDY) and your travel is halted by an airline official (i.e. Miami or Key West airports are closed) you must make every effort to 1) make your way to the official evacuation site in Orlando, 2) contact your Directorate Evacuation POC or HRC at the evacuation site for instructions.

When departing on leave, any time during hurricane season, ensure you take JIATF South emergency telephone numbers with you. Ensure you know who your Directorate POC is and how to contact that individual.

8. Do I have to evacuate to the designated safe haven (Orlando)?

Answer: Not necessarily. When ordered to evacuate you must leave Key West, but you may choose another safe haven location (such as with family or friends). Evacuation to another location other than the designated safe haven must be approved by your Director. Per Diem limitations addressed in question 5 apply. The location you choose must be such that you can reach it safely and will be able to return to JIATFS within 24 hours of recall.

Only certain members of the command are designated key and essential personnel for hurricane evacuation purposes and are therefore, on orders to a specific evacuation site.

If you are approved to report to an alternate safe haven, you are still responsible to notify the command of where you are going (to include telephone number) PRIOR to departure, and you must call in daily to your Directorate Evacuation POC or HRC at the designated evacuation site for current instructions/information.

9. Will I still receive per diem at an alternate safe haven?

Answer: Yes. If authorized to go to an alternate safe haven (by your respective Director) you will be paid for transportation costs (mileage) and per diem at a rate not to exceed the amount allowed at the designated evacuation site. If you incur lodging costs at an alternate location, your reimbursement will not exceed the lodging reimbursement for the designated evacuation (Orlando) site.

You will not receive lodging reimbursement if you stay with family or friends.

You can only claim one transportation reimbursement per set of orders.

10. Will I receive reimbursement for boarding my pets?

Answer: No. You must make your own arrangements. Not all hotels accept pets. When making your hotel reservation ensure you ask this question.

11. Will I receive reimbursement for the cost to move my mobile home or recreational vehicles out of the Keys?

Answer: No. You will be reimbursed at a flat rate of 0.445 cents per mile for a maximum of 788 miles (round trip mileage to Orlando) You are not authorized to move household goods (HHG) during an evacuation. You are only allowed those items necessary for the immediate comfort and well being of your family at the evacuation site. Any additional items will be moved at the individual's expense.

12. Will I be reimbursed for telephone calls and use of internet during a hurricane evacuation?

Answer: Reimbursement for telephone calls and use of internet services during hurricane evacuations is strictly for official business only. Personnel designated by their Directors must maintain and submit accurate phone call / and internet usage log. These receipts and logs should be uploaded in Substantiating records in your TDY voucher with your other receipts. You can contact your Directorate accountability POC at the Orlando Reserve center at toll free 877-848-3082 or 877-244-9074.

13. How will hurricane travel settlement vouchers be processed and what are the responsibilities at each level?

Answer: Vouchers must be coordinated with DFAS and services. Since, guidelines tend to change year-to-year, specific guidance will be given upon return.

14. Are contractors required to check-in?

Answer: Technically, No, unless the contract specifies that the individual contractor will evacuate with the command. However, the command remains interested in knowing all contractors made it to their safe haven without incident. In addition, calling into their Directorate Hurricane Accountability POC daily will keep contractors informed regarding the command's intent to return to Key West.

15. How do I know who to call in order to check-in?

Answer: Prior to departure ensure your Directorate Hurricane Accountability POC has provided you with a copy of the evacuation letter/manifest and the JIATF South emergency evacuation telephone numbers. These numbers will connect you with your Directorate representative at the evacuation site in Orlando. You must know who your POC is prior to departure!

16. How do I know when to come back?

Answer: You will be officially notified by your Directorate Hurricane Accountability POC or your Director. **Remember that you may not return until officially told to do so.**

17. What procedures do I follow should medical care be required?

Answer: In the event of hurricane evacuation from Key West, and healthcare treatment is necessary, active duty and their family members who are enrolled in TRICARE Prime are asked to follow the below criteria while traveling: **Emergency Medical Care:** Go directly to the nearest civilian or military hospital emergency room.

You or someone acting on your behalf should notify the Health Care Finder Line at 1-800-333-4040 within 24 hours to receive authorization for this visit. Urgent Care: For treatment of non-emergent care, but a medical condition that cannot wait until you return to Key West, call the Care Enhanced Call Center at 1-800-529-4677; press option #6 (until 2000) / option #2 (after 2000). They will help you find the nearest civilian medical facility and will authorize this visit.

Pharmacy Services. If a network provider prescribes you medication, ask that provider or contact the Health Care Finder Line at 1-800-333-4040, for the location of the nearest network pharmacy. Please be advised that co-payments may be charged for prescriptions from a network pharmacy. Save all receipts for later submission for reimbursement. It is highly recommended that if you will need refills during a possible evacuation that you obtain the refill at the Branch Medical Clinic Pharmacy prior to the evacuation.

If you have further questions, please contact the Naval Branch Health Clinic Command Duty Officer at 305-797-8011

18. What procedures do I follow should Emergency Dental care be required?

Answer: In the event of a hurricane evacuation from Key West and emergency dental treatment is necessary, please follow the instructions below while traveling:

Emergency/Urgent Care for Active Duty Members: For treatment of **emergency** care that cannot wait until you return to Key West:

- Contact a licensed dental provider in the area that you are evacuated to. Utilize the Yellow Pages or other resources to assist you with finding a licensed dentist.
- Upon arrival at the dental office, contact the Military Medical Support Office (MMSO) at 1-888-647-6676. When prompted, select option 2, and then option 2 again to reach Dental Claim Assistance.
- Request that a MMSO Dental Information Sheet (SF 1164) be faxed to the dental office.
- Complete the SF 1164 in its entirety. The dental office will use this information to submit a claim to MMSO. You may be required to pay a fee for the services rendered. If so, maintain all receipts and file a claim for reimbursement with MMSO later.

Emergency/Urgent Care for Dependents/Family Members: For treatment of **emergency** care that cannot wait until you return to Key West:

- Call United Concordia at 1-800-866-8499 and request a listing of licensed dental providers for the area that you are evacuated to.
- They will provide you with a listing of all local dentists who will accept United Concordia Insurance.
- **NOTE: You MUST be previously enrolled in the TRICARE Dental United Concordia Program to use this service. It is highly recommended that you enroll now.**
- Keep all receipts and copies of the paperwork for your own records.

If you have further questions, please contact the Naval Branch Health Clinic Command Duty Officer at 305-797-8011.